

# Step-By-Step Overview of the FY 2019 Performance Data Form: Module 2 (Performance Measures) & Optional Module 3

LIHEAP Webinar hosted by the Office of Community Services (OCS) in the Administration for Families and Children (ACF) presented by APPRISE under contract to OCS

**December 17, 2019**

**Welcome:**

Josephine (Jojie) Rago-Adia

**Presenters:**

Melissa Torgerson (Verve Associates)

Dan Bausch (APPRISE)



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# Welcome

- **Purpose of This Webinar**

- To provide an introduction to the LIHEAP Performance Data Form – Module 2 (Performance Measures).
- To furnish an in-depth overview of the FY 2019 Performance Measures, including a line-by-line review of each reporting item and instruction.
- To highlight key reminders and ways to avoid common reporting issues.
- To briefly review Module 3 (Optional Performance Measures)

- **Audience for This Webinar**

- New LIHEAP Coordinators and staff who have not worked on completing the Performance Measures.
- Experienced LIHEAP Coordinators and staff that would like to review the requirements in detail to understand all of the instructions and avoid reporting issues.

Presenter(s):  
Josephine (Jojie)  
Rago-Adia

# Upcoming Training for the LIHEAP Performance Data Form

- This is the second of four webinars on completing the LIHEAP Performance Data Form.
- Upcoming Additional Webinars:
  - **Webinar #3: Reminders for Completing Module 1 (Grantee Survey)** – January 14
  - **Webinar #4: Reminders for Completing Modules 2 & 3 (Performance Measures)** – January 21

# Webinar Overview

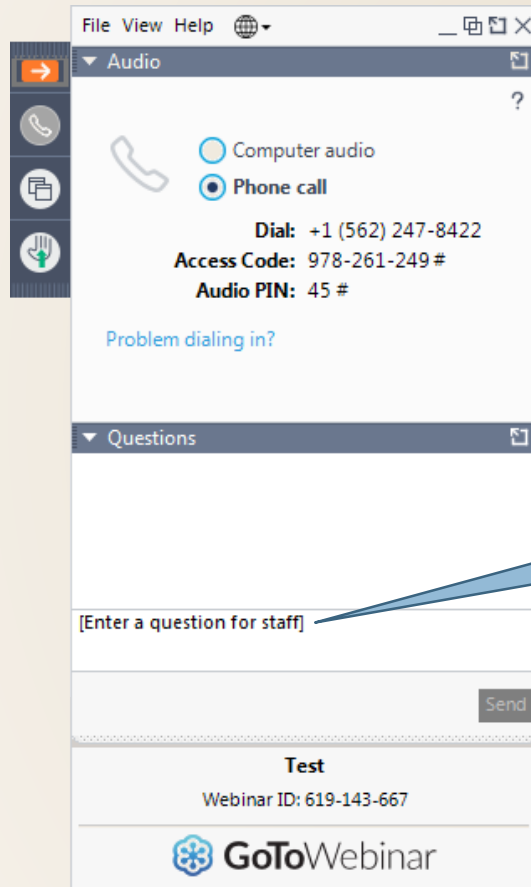
- **Structure of The Webinar**

- 90 minutes to review key information.
- Handouts – These slides and other resources are available for download now under “Handouts” in the GoToWebinar Sidebar.
- The webinar is being recorded and will be published on the ACF YouTube channel.
- ***Additional slides are included at the end of the slide deck with more information.***

- **Have a question?**

- You are encouraged to ask questions as you have them by typing them into the GoToWebinar “Question” box.
- Submitted questions will be reviewed and responded to at the question breaks or via an e-mail from APPRISE.
- You can also click the “raise your hand” button during a break to be called on to ask a question over the phone.

# GoToWebinar Question Box



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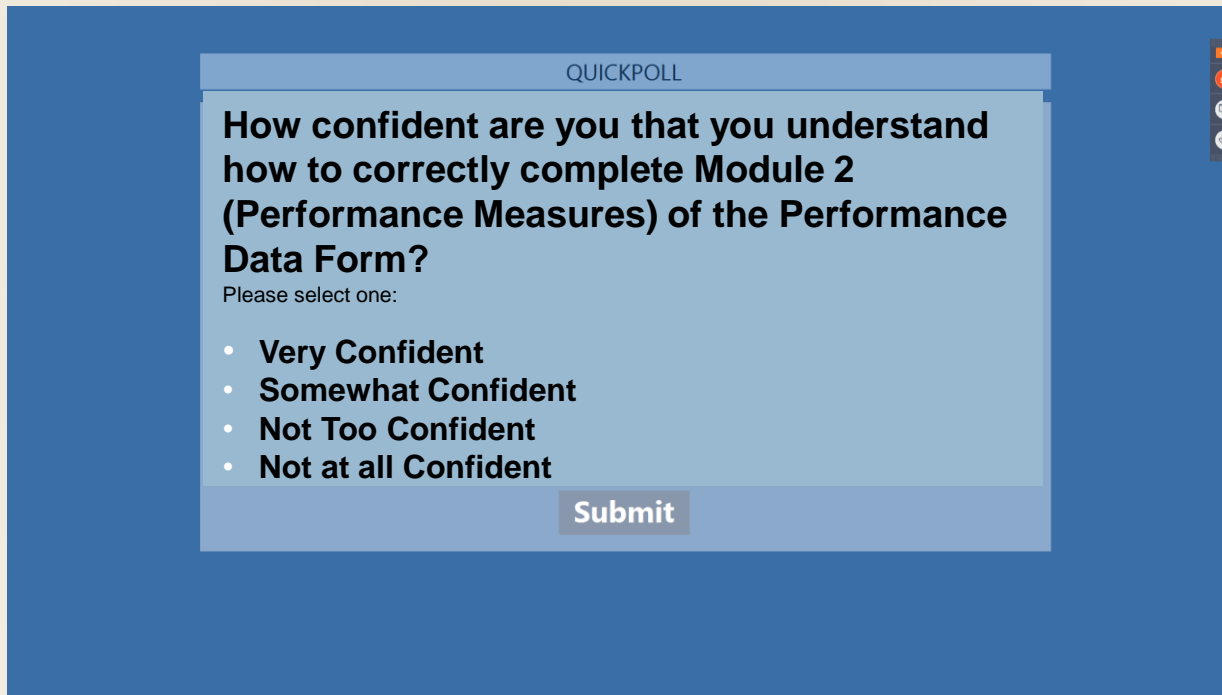


# Presentation Outline

1. Basics of The LIHEAP Performance Data Form **Slide 9**
2. Reporting Rules for Module 2 (Performance Measures) **Slide 12**
3. Section V: Energy Burden Targeting **Slide 15**
4. Part A: All LIHEAP Bill Payment-Assisted Households **Slide 21**
5. Part B: LIHEAP Bill Payment-Assisted Households with Available Data **Slide 27**
6. Part C: High Burden LIHEAP Bill Payment-Assisted Households with available data **Slide 36**
7. Part D & E: Targeting Indexes for High Burden Households **Slide 42**
8. Section VI – Restoration of Home Energy Service **Slide 46**
9. Section VII – Prevention of Loss of Home Energy Service **Slide 51**
10. Overview of Optional Module 3 (Optional Performance Measures) **Slide 56**
11. Final Reminders **Slide 58**
12. Supplemental Slides **Slide 65**

# Audience Poll Question #1

- How confident are you that you understand how to correctly complete Module 2 (Performance Measures) of the Performance Data Form?



QUICKPOLL

**How confident are you that you understand how to correctly complete Module 2 (Performance Measures) of the Performance Data Form?**

Please select one:

- **Very Confident**
- **Somewhat Confident**
- **Not Too Confident**
- **Not at all Confident**

**Submit**

The screenshot shows a 'QUICKPOLL' window with a blue header. The question is in bold black text. Below it, 'Please select one:' is followed by a bulleted list of four confidence levels. A 'Submit' button is at the bottom right of the poll area. On the far right of the poll window, there is a vertical toolbar with icons for back, forward, and other navigation functions.

# Audience Poll Question

- Review Audience Responses



# Basics of the LIHEAP Performance Data Form



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# Overview of the Performance Data Form

## *Background*

- The Performance Data Form is an annual report that state grantees and the District of Columbia must submit to HHS.
- It consists of three modules:
  - **Module 1 (Grantee Survey)** asks for fiscal information on the sources and uses of LIHEAP funds during the federal fiscal year.
  - **Modules 2 (Performance Measures)** asks for performance information on the impacts LIHEAP has on recipient energy burden and on maintaining or restoring energy service.
  - **Module 3 (Optional Performance Measures)** allows grantees to voluntarily report additional performance data.
- Data are published in the annual *LIHEAP Report to Congress* and the [LIHEAP Data Warehouse](#).

# FY 2019 Performance Data Form: *What Has Changed from Last Year?*

- There are no changes to the FY 2019 Performance Data Form. The requirements remain the same as those for last year's FY 2018 Report.
- Grantees can review this year's instructions for reporting each item:  
[https://www.acf.hhs.gov/sites/default/files/ocs/gdl\\_liheap\\_lpdfactiontransmittalatt1instructions\\_states\\_fy18.pdf](https://www.acf.hhs.gov/sites/default/files/ocs/gdl_liheap_lpdfactiontransmittalatt1instructions_states_fy18.pdf)
- Grantees are also encouraged to review information from last year's report review.
- The expected due date to submit the report is January 31<sup>st</sup>.

# Reporting Rules for Module 2 (Performance Measures)



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# What is Module 2 (Performance Measures)?

Module 2 is designed to obtain performance data, including:

- **Data on LIHEAP Bill-Payment Recipients** – Annual energy bills, LIHEAP benefits, and household income for a sample of LIHEAP Bill-Payment Recipients
- **Data on High Burden Households** – Statistics for the top 25% of households with the highest energy burdens.
- **Restorations of home energy service** – How many times did LIHEAP restore service that was lost due to utility disconnection, no fuel, or inoperable equipment?
- **Loss Preventions** – How many times did LIHEAP prevent service from being lost due to the imminent risk of utility disconnection, no fuel, or inoperable equipment?

# Rules for Reporting

- Grantees are expected to...
  1. Collect main heating fuel bill information and electricity bill information from a sample of energy vendors.
  2. Calculate statistics and collect information according to the official instructions.
  3. Explain any unique program features, nuances, or data quality challenges in the “Notes” section.
- *See Supplemental Slides for more information.*

# Section V: Energy Burden Targeting



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# Overview of Section V

V. ENERGY BURDEN TARGETING						
	Bill Payment- Assisted Household Main Heating Fuel					
	All Households	Electricity	Natural Gas	Fuel Oil	Propane	Other Fuels
A. Unduplicated Number of LIHEAP Bill Payment-Assisted Households	164,731	17,412	89,855	43,122	3,883	10,459
B. All Households with 12 Consecutive Months of Bill Data (Main Fuel and Electric)						
1. Unduplicated Number of Households with 12 Consecutive Months of Bill Data (Main Fuel and Electric)	76,742	8,673	36,205	27,804	2,484	1,576
2. Average Annual Household Income	\$23,022.00	\$20,430.00	\$22,252.00	\$24,977.00	\$22,780.00	\$20,881.00
3. Average Annual Total LIHEAP Benefit per Household (including Heating, Cooling, Crisis, Supplemental Benefits)	\$672.00	\$589.00	\$602.00	\$771.00	\$787.00	\$801.00
4. Average Annual Main Heating Fuel Bill	\$1,479.00	\$1,689.00	\$1,141.00	\$1,836.00	\$1,763.00	\$1,348.00
5. Average Annual Electricity Bill	\$483.00	\$0.00	\$540.00	\$571.00	\$363.00	\$487.00
6. Average Annual Total Residential Energy Bill	\$1,962.00	\$1,689.00	\$1,681.00	\$2,407.00	\$2,126.00	\$1,835.00
7. Average Annual Burden Before Receiving LIHEAP	8.52%	8.27%	7.55%	9.64%	9.33%	8.79%
8. Average Annual Burden After Receiving LIHEAP	5.60%	5.38%	4.85%	6.55%	5.88%	4.95%
9. Average Percentage Point Change in Energy Burden	2.92%	2.88%	2.71%	3.09%	3.45%	3.84%
10. Average Percentage Reduction in Energy Burden	34.25%	34.87%	35.81%	32.03%	37.02%	43.65%
C. High Burden Households with 12 Consecutive Months of Bill Data (Main Fuel and Electric)						



# Overview of Section V

## *Key Concept Cheat Sheet*

- **Energy Burden**
  - The percentage of annual household income spent on annual home energy costs.
  - *For details, see Slide 20.*
- **Bill Payment-Assisted Households**
  - Households that were provided with a LIHEAP benefit used to pay a share of a household's energy bills and utility deposits.
  - *For details, see Slide 23.*
- **High Burden Households**
  - *The top 25 percent with the highest energy burden of all Bill Payment-Assisted household with available data.*
  - *For details, see Slide 38.*
- **Annual Total Residential Energy Bill**
  - The dollar amount that a household spent on home energy costs in one year.
  - This equals the annual Main Heating Bill + the annual Electricity Bill
  - *For details, see Slide 38.*

# Overview of Section V

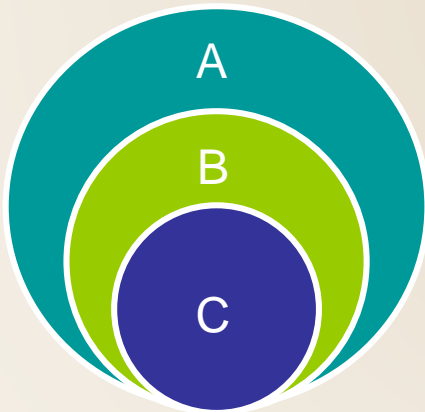
## *What is “Energy Burden Targeting”?*

- This section collects data to understand how LIHEAP benefits impact **energy burden** and how well benefits are targeted to households with higher energy burdens.
  1. **Change in Energy Burden** - How much is energy burden reduced as a result of receiving LIHEAP bill-payment assistance? How does this vary by main heating type?
  2. **Benefit Targeting Index** – Are high burden households receiving LIHEAP benefits that are higher, lower, or about the same as all households?
  3. **Burden Reduction Targeting Index** – Do high burden households have a greater, equal, or lesser share of their energy bill paid as a result of receiving LIHEAP bill-payment assistance than all households?

# Overview of Section V

## *What is “Energy Burden Targeting”?*

- Section V categorizes LIHEAP assisted households into three groups:
  - A. All LIHEAP bill payment-assisted households
  - B. LIHEAP bill payment-assisted households *with available bill data*
  - C. *High burden* LIHEAP bill payment-assisted households with available bill data



- Households in group B are a subset of the households in group A.
- Households in group C are a subset of the households in group B.
- The purpose is to compare results for households in group B to group C.

Presenter(s):  
Dan Bausch

# Key Concept: Energy Burden

- What is Energy Burden?
  - **Energy Burden** is the percentage of annual household income spent on annual home energy costs.

- Energy Burden is calculated as follows:

$$\frac{\text{Household's Total Annual Residential Energy Bill}}{\text{Household's Annual Income}} * 100$$

- Energy Burden can vary greatly for LIHEAP households depending on income and energy bills.
- Examples will be shown on Slide 78.

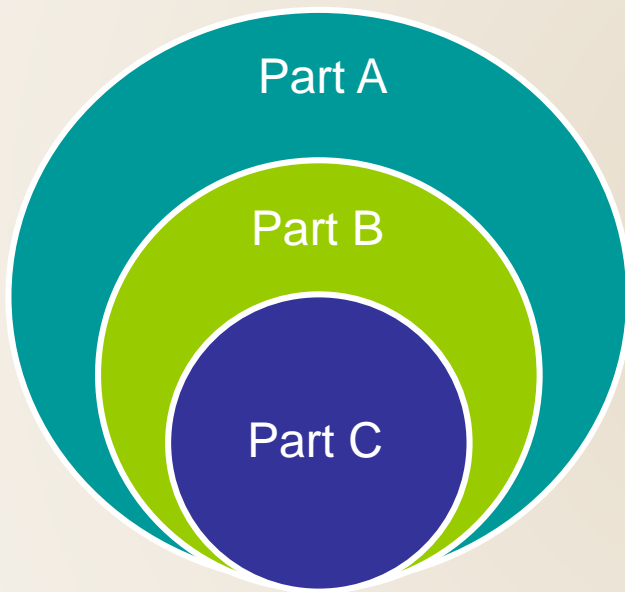
# **Part A: All LIHEAP Bill Payment-Assisted Households**



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# Section V – Part A

## *Bill Payment-Assisted Households*



- Part A – LIHEAP bill payment-assisted households
- Part B – LIHEAP bill payment-assisted households *with available bill data*
- Part C – *High burden* LIHEAP bill payment-assisted households with available bill data

# Key Concept:

## Bill Payment-Assisted Households

- **LIHEAP Bill Payment-Assisted Households** – Any household provided with a LIHEAP benefit used to pay a share of a household's energy bills and utility deposits.
  - *This should include:*
    - Households receiving heating, cooling, and crisis assistance benefits to pay a share of a household's energy bills or utility deposits.
    - Households receiving Heat-in-Rent payments.
  - *This should exclude:*
    - Households receiving only LIHEAP weatherization assistance or energy-related equipment repair or replacement services.
    - SNAP households that only received a nominal LIHEAP benefit (if applicable).
- Same definition as in the Household Report.

# Section V – Part A

## *Unduplicated Number of Bill Payment-Assisted Households*

- Report on all households that received LIHEAP Bill Payment Assistance during the fiscal year, by main heating fuel type.
- Households that received Bill Payment Assistance, but have an unknown main heating fuel type should go in the “Other Fuels” column.
- This should match Line 6 of your Household Report.

V. ENERGY BURDEN TARGETING						
	All Households	Bill Payment-Assisted Household Main Fuel				
		Electricity	Natural Gas	Fuel Oil	Propane	Other Fuels
A. Unduplicated Number of LIHEAP Bill Payment-Assisted Households	390,708	83,916	212,925	77,472	11,822	4,573

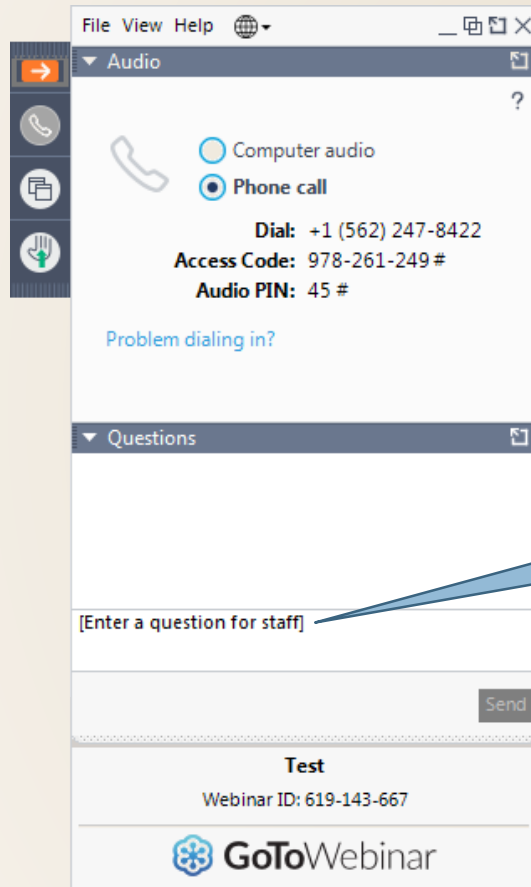
**Note:** Report households only in the individual fuel type columns. The “All Households” field in Part A is **auto-calculated** from the counts reported for each main heating fuel type and “locked” from editing.



# Questions

Grantee Questions regarding Section V – Part A  
of Module 2 (Performance Measures)?

# GoToWebinar Question Box



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# Part B:

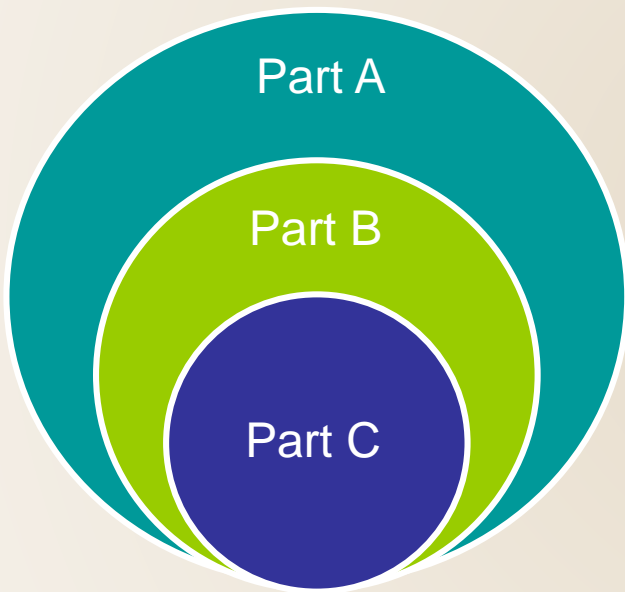
## LIHEAP Bill Payment-Assisted Households *with Available Data*



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# Section V – Part B

## *Bill Payment-Assisted Households with Available Bill Data*



- Part A – LIHEAP bill payment-assisted households
- Part B – LIHEAP bill payment-assisted households *with available bill data*
- Part C – *High burden* LIHEAP bill payment-assisted households with available bill data

# Section V – Part B

## *Who is included in Part B?*

- For a household to be included in Part B, you must have the following information for that household:
  1. Main Heating Fuel Type (*Note: this was also needed for Part A*)
  2. Annual Household Income
  3. Annual Total LIHEAP Bill-Payment Assistance Benefits
  4. **The total annual main heating fuel bill**
  5. **The total annual electricity bill (if electricity is not the main heating source)**
- Where does the information come from?
  - Item 1 and 2 should be collected on your client application.
  - Item 3 should be documented in your program records.
  - *Items 4 and 5 must be collected from or verified by energy vendors.*

# Section V – Part B

## Line 1 – Unduplicated Count of Households with 12 Months of Bill Data

- Report an unduplicated count of all LIHEAP bill payment-assisted households *with available data*, by main heating fuel type.
- Report households only in the fuel type columns. The “All Households” field in Line 1 is **auto-calculated** from the counts reported for each main heating fuel type and “locked” from editing.

Auto-calculated

Report Here

B. All Households with 12 Consecutive Months of Bill Data (Main Fuel and Electric)						
1. Unduplicated Number of Households with 12 Consecutive Months of Bill Data (Main Fuel and Electric)	76,742	8,673	36,205	27,804	2,484	1,576
2. Average Annual Household Income	\$23,022.00	\$20,430.00	\$22,252.00	\$24,977.00	\$22,780.00	\$20,881.00
3. Average Annual Total LIHEAP Benefit per Household (including Heating, Cooling, Crisis, Supplemental Benefits)	\$672.00	\$589.00	\$602.00	\$771.00	\$787.00	\$801.00
4. Average Annual Main Heating Fuel Bill	\$1,479.00	\$1,689.00	\$1,141.00	\$1,836.00	\$1,763.00	\$1,348.00
5. Average Annual Electricity Bill	\$483.00	\$0.00	\$540.00	\$571.00		

Presenter(s):  
Dan Bausch

# Section V – Part B

## *Line 2 – Average Annual Household Income*

- Report the average annual household income for households in Part B.
- Steps to remember:
  - All households reported in line 1 should be used in this calculation, including households with very low or zero income.
  - Report the *gross* household income.
  - Remember to verify that each client has an annual income amount. If income is monthly or quarterly, convert to an annual income amount.

B. All Households with 12 Consecutive Months of Bill Data (Main Fuel and Electric)						
1. Unduplicated Number of Households with 12 Consecutive Months of Bill Data (Main Fuel and Electric)	76,742	8,673	36,205	27,804	2,484	1,576
2. Average Annual Household Income	\$23,022.00	\$20,430.00	\$22,252.00	\$24,977.00	\$22,780.00	\$20,881.00
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5. Average Annual Electricity Bill	\$483.00	\$0.00	\$540.00	\$571.00		

Presenter(s):  
Melissa Torgerson

# Section V – Part B

## *Line 3 – Average Annual Total LIHEAP Benefit per Household*

- Report the average annual total LIHEAP benefit per household for households in Part B.
- Steps to remember:
  - All households reported in line 1 should be used in this calculation.
  - Add up all bill payment assistance benefits a household received prior to calculating the average amount for each group.
  - Exclude non-bill payment assistance (weatherization, equipment repair, etc.)

B. All Households with 12 Consecutive Months of Bill Data (Main Fuel and Electric)						
1. Unduplicated Number of Households with 12 Consecutive Months of Bill Data (Main Fuel and Electric)	76,742	8,673	36,205	27,804	2,484	1,576
2. Average Annual Household Income	\$23,022.00	\$20,430.00	\$22,252.00	\$24,977.00	\$22,780.00	\$20,881.00
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5. Average Annual Electricity Bill	\$483.00	\$0.00	\$540.00	\$571.00		

Presenter(s):  
Melissa Torgerson



# Section V – Part B

## Line 4 – Average Annual Main Heating Fuel Bill

- Report the average annual main heating fuel bill for households in Part B.
- Steps to remember:
  - This data is collected from a sample of energy vendors.
  - This should include all required customer payments, such as monthly service charge, usage charge and taxes.
  - Exclude optional charges, such as equipment service plans.
  - For electricity main-heat households, the electricity bill *is* the main heating fuel bill, and should be reported in this line (line 4).

B. All Households with 12 Consecutive Months of Bill Data (Main Fuel and Electric)						
1. Unduplicated Number of Households with 12 Consecutive Months of Bill Data (Main Fuel and Electric)	76,742	8,673	36,205	27,804	2,484	1,576
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4. Average Annual Main Heating Fuel Bill	\$1,479.00	\$1,689.00	\$1,141.00	\$1,836.00		
5. Average Annual Electricity Bill	\$483.00	\$0.00	\$540.00	\$571.00		

Presenter(s):  
Dan Bausch

# Section V – Part B

## *Line 5 – Average Annual Electricity Bill*

- Report the average annual electricity bill for households in Part B.
- Steps to remember:
  - This data is collected from a sample of electricity vendors.
  - This should include all required customer payments, such as monthly service charge, usage charge and taxes.
  - Exclude optional charges, such as equipment service plans.
  - For electricity main-heat households, report \$0 here and include the average in Line 4 (per the previous slide).

B. All Households with 12 Consecutive Months of Bill Data (Main Fuel and Electric)						
1. Unduplicated Number of Households with 12 Consecutive Months of Bill Data (Main Fuel and Electric)	76,742	8,673	36,205	27,804	2,484	1,576
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4. Average Annual Main Heating Fuel Bill	\$1,479.00	\$1,689.00	\$1,141.00	\$1,836.00		
5. Average Annual Electricity Bill	\$483.00	\$0.00	\$540.00	\$571.00		

Presenter(s):  
Dan Bausch

# Section V – Part B

## *“All Households” Column*

- The “All Households” values are intended for you to report the average values across all fuel types.
- Since the number of households with each fuel type vary, you **cannot** compute a simple average using the average values for each fuel type.
- Instead, Grantees have two main options to correctly calculate the averages to report in the “All Households” column.
  - **Option 1:** Use the [Excel workbook](#) that automatically calculates weighted averages based on the information entered for each heating fuel type.
  - **Option 2:** Calculate the averages directly in your data system using all of the household-level data in your database.

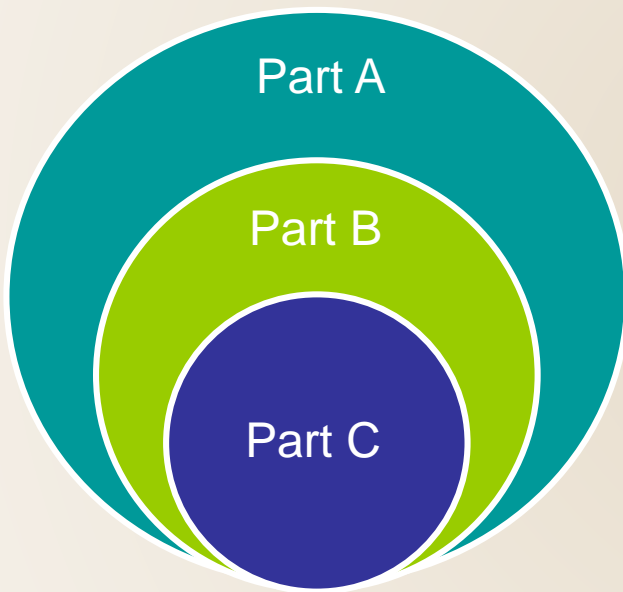
**Part C:**  
***High Burden LIHEAP Bill Payment-***  
**Assisted Households with available data**



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# Section V – Part C

## *High Burden Households with Available Bill Data*



- Part A – LIHEAP bill payment-assisted households
- Part B – LIHEAP bill payment-assisted households *with available bill data*
- Part C – *High burden* LIHEAP bill payment-assisted households with available bill data

# **Key Concepts:** *High Burden* Households & Total Residential Energy

- What are *High Burden* households?
  - For the Performance Data Form, *High Burden* has a specific definition:
    - High Burden = **The top 25 percent of households from Part B with the highest calculated energy burden.**
- **Annual Total Residential Energy Bill**
  - Defined as the dollar amount that a household spent on home energy costs in one year.
  - For Module 2, this equals the annual Main Heating Bill + the annual Electricity Bill

# Section V – Part C

## Identifying High Burden Households

- **Step 1:** For each household included in Part B, calculate the household's *annual total residential energy bill*.
  - Add the annual main heating bill and annual electricity bill together.
  - Verify that the electricity bill doesn't get double-counted when calculating the annual residential energy bill.

Household ID	Main Heating Fuel	Annual Main Heating Bill	Annual Electricity Bill	Annual Total Residential Energy Bill
Household 1	Propane	\$2,800	\$1,200	\$4,000
Household 2	Fuel Oil	\$1,500	\$1,500	\$3,000
Household 3	Electricity	\$1,200	\$0	\$1,200
Household 4	Natural Gas	\$1,000	\$800	\$1,800
Household 5	Electricity	\$1,000	\$0	\$1,000

**Note:**  
Correct -  
Electricity bill  
was not double-  
counted.

Presenter(s):  
Dan Bausch

# Section V – Part C

## *Identifying High Burden Households*

- **Step 2:** Calculate *energy burden* for each of these households.

$$\frac{\text{Household's Total Annual Residential Energy Bill}}{\text{Household's Annual Income}} * 100$$

- **Step 3:** Assign a value of 100% energy burden to households with income equal to \$0 or with an *annual total residential energy bill* that is larger than the household's annual income.
- **Step 4:** Sort the combined set of ALL households from highest to lowest energy burden.
- **Step 5:** Draw the top 25% of households with the highest energy burden, *regardless of fuel type*.



# Section V – Part C

## *Completing the Report*

- Part C should be completed following the same instructions as Part B.
- The only difference is the subset of households that is included in the calculations.
  - The calculations for Part B include all households with available data.
  - The calculations for Part C only include high burden households (the top 25% of households from Part B based on energy burden).

# **Part D and Part E:** ***Targeting Indexes for High Burden Households***



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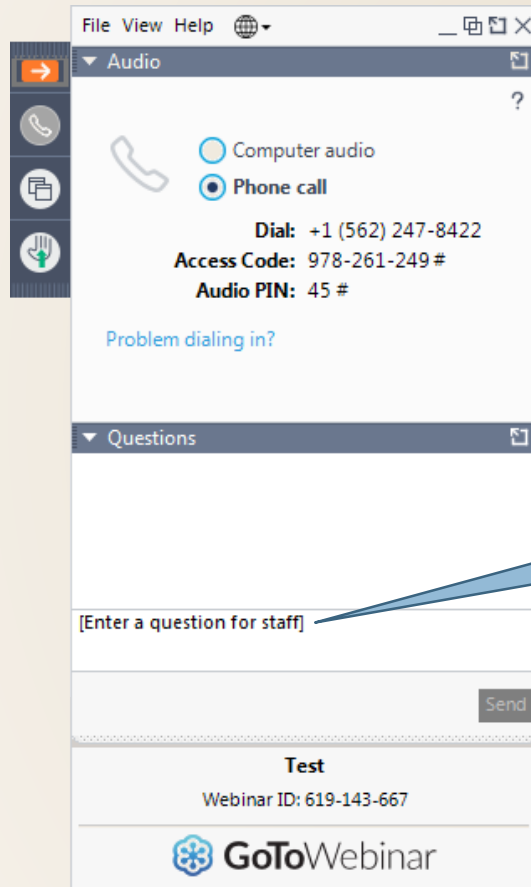
# Section V – Parts D & E

- Sections D & E are auto-calculated by the Form using the information in Sections B and C.
- Section D is the **benefit targeting index** for high burden households. This quantifies how LIHEAP benefits are targeted to high burden households compared to all households.
- Section E is the **burden reduction targeting index** for high burden households. This quantifies whether LIHEAP pays a greater share of the energy bill (and reduces energy burden by a greater percentage) for high burden households compared to the average household receiving LIHEAP.
- See additional slides for more information.

# Questions

Grantee Questions regarding  
Section V – Parts B - E of Module 2 (Performance  
Measures)?

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# Section VI – Restoration of Home Energy Service



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## Section VI – Restoration of Home Energy Service

### *What information should be reported?*

- The data fields in Section VI require specific information on the number of occurrences in which LIHEAP assistance led to the restoration of a household's energy service during the fiscal year.
- This includes:
  - Energy Service Restored After Disconnection
  - Fuel Delivered to Home that Ran Out of Fuel
  - Repair/Replacement of Inoperable Home Energy Equipment
- This is **not** an unduplicated count of households. A household might have had energy service restored more than once in a year and each occurrence should be counted and reported.

# Section VI – Restoration of Home Energy Service

## *Line 1 – Energy Service Restored after Disconnection*

- Report on the number of occurrences during the fiscal year in which **LIHEAP assistance led to the restoration of a household's energy service after a disconnection.**
- Steps to Remember:
  - Report based on the *fuel source where the LIHEAP benefit was applied.*
  - Households could have experienced multiple instances in which LIHEAP assistance was used to restore service after a disconnection. Include each occurrence.
  - **Include** electric pre-pay clients whose account ran out of funds, and who had their energy service restored with a LIHEAP benefit. If applicable, include a note.



## Section VI – Restoration of Home Energy Service

### *Line 2 – Fuel Delivered to Home that Ran Out of Fuel*

- Report on the number of occurrences during the fiscal year in which **LIHEAP assistance resulted in the delivery of fuel after the household had run out of fuel.**
- Steps to Remember:
  - Report based on the *fuel source where the LIHEAP benefit was applied.*
  - Households could have experienced multiple instances in which LIHEAP assistance resulted in the delivery of fuel to a household that ran out. Include each occurrence.

# Section VI – Restoration of Home Energy Service

## *Line 3 – Repair/Replacement of Inoperable Home Energy Equipment*

- Report on the number of occurrences during the fiscal year in which households had inoperable heating or cooling equipment repaired or replaced using LIHEAP funds.
- Steps to Remember:
  - Report based on the *on the fuel source for the equipment that was repaired or replaced.*
  - Households could have experienced multiple instances in which LIHEAP assistance was used to restore/replace their *inoperable* energy equipment. Include each occurrence.
  - **Include** repairs/replacements of red-tagged energy equipment.
  - Grantees with equipment repair/replacement programs that include repairing/replacing inoperable equipment should report information here.
  - *NOTE:* Obtaining this data may require coordination with your weatherization partners (where relevant).

Presenter(s):  
Melissa Torgerson

# Section VII – Prevention of Loss of Home Energy Service



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## Section VII – Prevention of Loss of Home Energy Service

*What information should be reported?*

- The data fields in Section VII require specific information on the number of occurrences in which **LIHEAP assistance prevented the loss of energy service for a household at risk of losing their home energy service during the fiscal year.**
- This includes:
  - Households with a Utility Past Due or Disconnect Notice
  - Households with Limited Fuel
  - Households in Need of Equipment Repair/Replacement
- Grantees define criteria for being “at risk” of losing energy service.

## Section VII – Prevention of Loss of Home Energy Service

### *Line 1 – Past Due Notice or Utility Disconnect Notice*

- Report on the number of occurrences in which households had a past due or disconnect notice at the time of application and receipt of LIHEAP assistance resulted in the continuance of home energy service.
- Steps to Remember:
  - Report based on the *fuel source where the LIHEAP benefit was applied*.
  - Households could have experienced multiple instances in which LIHEAP assistance was used to prevent a household from losing their home energy service due to an upcoming disconnection. Include each occurrence.
  - **Exclude** households who had been disconnected by the time that they received the LIHEAP benefit.
  - **Include** electric pre-pay households whose accounts were low on funds and who received a LIHEAP benefit that prevented the loss of their energy service.

## Section VII – Prevention of Loss of Home Energy Service

### *Line 2 – Imminent Risk of Running Out of Fuel*

- Report on the number of occurrences in which households were at imminent risk of running out of fuel at the time of application and receipt of LIHEAP assistance resulted in the delivery of fuel.
- Steps to Remember:
  - Report based on the *fuel source where the LIHEAP benefit was applied*.
  - Households could have experienced multiple instances in which LIHEAP assistance was used to deliver fuel to a household at risk of running out of fuel. Include each occurrence.
  - **Exclude** households who had run out of fuel by the time that they received the LIHEAP benefit.

## Section VII – Prevention of Loss of Home Energy Service

### *Line 3 – Repair/Replacement of Operable Home Energy Equipment*

- Report on the number of **occurrences** during the fiscal year in which households had **operable, but failing heating or cooling equipment** repaired or replaced using LIHEAP funds.
- Steps to Remember:
  - Report based on the *on the fuel source for the equipment.*
  - Households could have experienced multiple instances in which LIHEAP assistance was used to restore/replace their *operable* energy equipment. Include each occurrence.
  - **Exclude** repairs/replacements of red-tagged energy equipment or inoperable energy equipment.
  - Grantees with equipment repair/replacement programs that include repairing/replacing operable, but failing equipment should report information here.
  - **NOTE:** Obtaining this data may require coordination with your weatherization partners (where relevant).

# Overview of Optional Module 3 (Optional Performance Measures)



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# What is *Module 3* (*Optional Performance Measures*)?

- Module 3 is an optional module that allows grantees to voluntarily report supplementary information that compliments the required performance measures data in Module 2.
- This optional Module is intended to assist grantees with analyzing and interpreting their Module 2 Performance Measures results and to provide more data to support LIHEAP program management.
- Module 3 allows grantees to report on the following LIHEAP outcomes:
  - Average Annual Energy Usage
  - Number of Households Using Supplemental Heating & Air Conditioning
  - Unduplicated count of Restorations of Energy Service
  - Unduplicated count of Prevention of Loss of Energy Service
- For more information on Module 3, please consult the instructions.

# Final Reminders



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# Final Reminders

## *FY 2019 Report Deadline*

- The FY 2019 Performance Data Form is due in OLDC on **January 31, 2020**. This includes Module 1 (Grantee Survey) and Module 2 (Performance Measures).
- There are no changes to the FY 2019 Performance Data Form. The requirements remain the same as those for last year's FY 2018 Form.
  - You can access the instructions here: [\[LINK HERE\]](#)
- Remember that the Performance Data Form must be:
  - Entered in OLDC
  - Saved in OLDC
  - Certified by the appropriate person
  - Submitted by the appropriate person

# Final Reminders

## *Performance Measures Resources*

- **FY 2019 Performance Data Form Instructions:**

[https://www.acf.hhs.gov/sites/default/files/ocs/gdl\\_liheap\\_lpdfactiontransmittalatt1instructions\\_states\\_fy18.pdf](https://www.acf.hhs.gov/sites/default/files/ocs/gdl_liheap_lpdfactiontransmittalatt1instructions_states_fy18.pdf)

- **Section V “Check Before You Submit Document:**

[https://liheappm.acf.hhs.gov/sites/default/files/private/grantee\\_tools/best\\_practices/LIHEAP-PDF-Section-V-Before-You-Submit-Document.pdf](https://liheappm.acf.hhs.gov/sites/default/files/private/grantee_tools/best_practices/LIHEAP-PDF-Section-V-Before-You-Submit-Document.pdf)

- **Past Years’ Performance Measures Data:**

[https://liheappm.acf.hhs.gov/data\\_warehouse/index.php?report=homepage](https://liheappm.acf.hhs.gov/data_warehouse/index.php?report=homepage)

- **LIHEAP Performance Measures Data Collection Guide Documents:**

<https://liheappm.acf.hhs.gov/node/60>

- **Find Performance Management Resources using the LIHEAP Virtual Library**

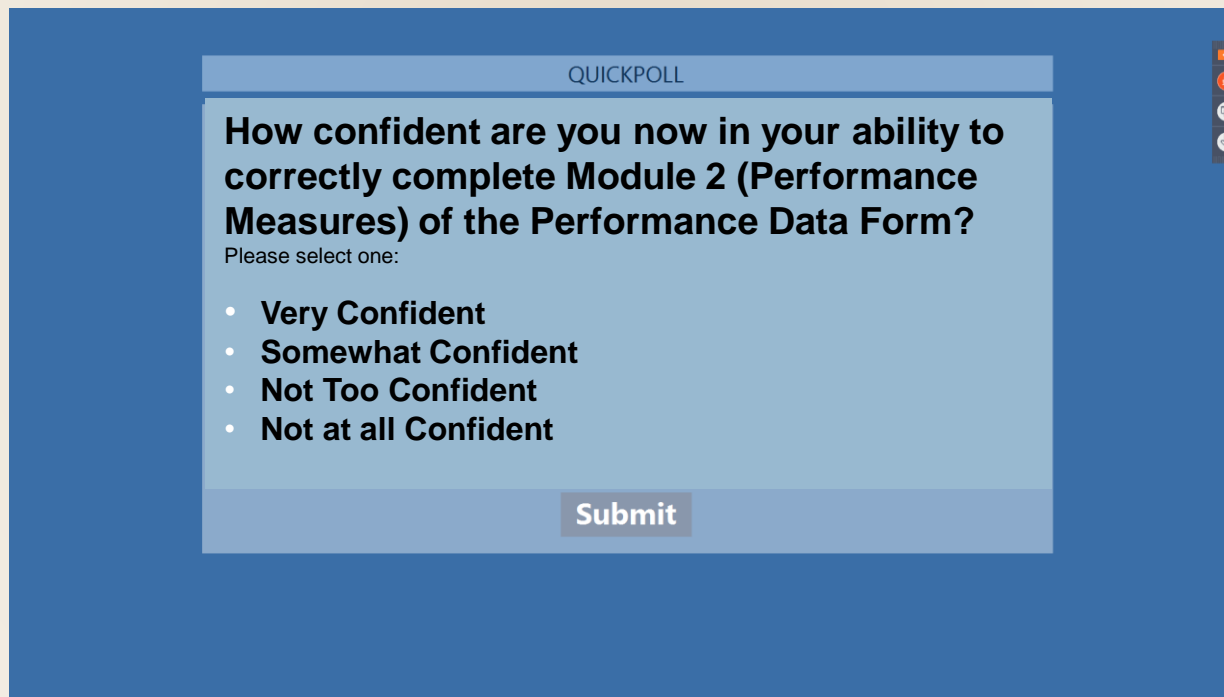
# Final Reminders

## *Support Resources*

- OCS liaisons
  - <http://www.acf.hhs.gov/programs/ocs/resource/division-of-energy-assistance-federal-staff>
- Grants Center Of Excellence systems Help Desk
  - [help@grantsolutions.gov](mailto:help@grantsolutions.gov)
  - (202) 401-5282 or (866) 577-0771
- APPRISE Team
  - Daniel Bausch, [Daniel-Bausch@appraiseinc.org](mailto:Daniel-Bausch@appraiseinc.org); 609-252-9050
  - Jorge Mancilla, [Jorge-MancillaUribe@appraiseinc.org](mailto:Jorge-MancillaUribe@appraiseinc.org); 609-252-9009
  - Georgios Anagnostopoulos, [g-Anagnostopoulos@appraiseinc.org](mailto:g-Anagnostopoulos@appraiseinc.org); 609-252-9055
  - Pragya Chauhan, [Pragya\\_Chauhan@appraiseinc.org](mailto:Pragya_Chauhan@appraiseinc.org); 609-252-9057
  - Melissa Torgerson, [melissa@verveassociates.net](mailto:melissa@verveassociates.net); 503-706-2647

# Audience Poll Question #2

- How confident are you now in your ability to correctly complete Module 2 (Performance Measures) of the Performance Data Form?



QUICKPOLL

**How confident are you now in your ability to correctly complete Module 2 (Performance Measures) of the Performance Data Form?**

Please select one:

- **Very Confident**
- **Somewhat Confident**
- **Not Too Confident**
- **Not at all Confident**

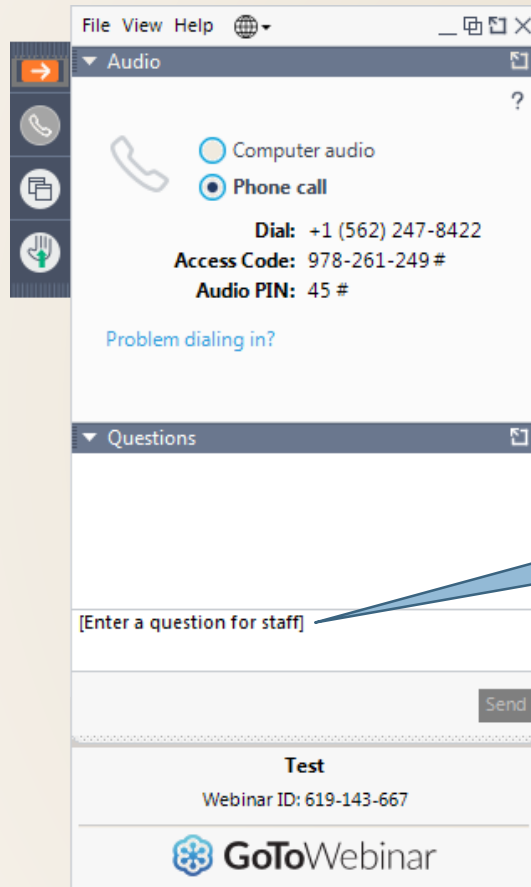
**Submit**

The image shows a screenshot of a 'QUICKPOLL' interface. It has a blue header with the title 'QUICKPOLL'. Below the header, the poll question is displayed in bold black text: 'How confident are you now in your ability to correctly complete Module 2 (Performance Measures) of the Performance Data Form?'. Underneath the question, it says 'Please select one:'. There are four radio button options listed: 'Very Confident', 'Somewhat Confident', 'Not Too Confident', and 'Not at all Confident'. At the bottom of the poll area, there is a grey 'Submit' button. On the right side of the poll area, there is a vertical toolbar with icons for back, forward, and other navigation functions.

# Audience Poll Question

- Review Audience Responses

# GoToWebinar Question Box



Enter text here to ask a question.

If the sidebar is minimized, it will look like this:

Click this button to expand sidebar.





# Supplemental Slides with Additional Information



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# Additional Slides

- |     |                              |                 |
|-----|------------------------------|-----------------|
| 1.  | Relationship of Reports      | <b>Slide 67</b> |
| 2.  | Why Energy Burden Targeting? | <b>Slide 68</b> |
| 3.  | Overview of Reporting Rules  | <b>Slide 69</b> |
| 4.  | Section V – Part B           | <b>Slide 72</b> |
| 5.  | Section V – Part C           | <b>Slide 78</b> |
| 6.  | Section V – Part D           | <b>Slide 79</b> |
| 7.  | Section V – Part E           | <b>Slide 80</b> |
| 8.  | Section VI                   | <b>Slide 81</b> |
| 9.  | Section VII                  | <b>Slide 83</b> |
| 10. | Data Validations and Checks  | <b>Slide 85</b> |
| 11. | OLDC Resources               | <b>Slide 86</b> |

# Relationship of Reports

## *Using Your Program in FFY 2019 as an example*

- *Put together, your final reports should tell a consistent story about your program. Here is an example for Heating Assistance:*

### Model Plan

- My program will provide Heating Assistance.
- We will allocate X% of funds to Heating Assistance.

### Grantee Survey

- We obligated \$X million to Heating Assistance.
- We provided an average benefit of \$Y to each household.
- Our income cutoff for Heating Assistance was \$Y.

### Household Report

- We served X households with Heating Assistance.
- Y households applied for Heating Assistance.

### Performance Measures

- In total, LIHEAP assistance reduced energy burden for households by X%.
- LIHEAP resulted in Y occurrences where service was restored or loss prevented.

## Section V:

# *Why “Energy Burden Targeting”?*

- Per the LIHEAP Statute...
  - LIHEAP provides grants to states *“to assist low-income households, particularly those with the lowest incomes, that pay a high proportion of household income for home energy, primarily in meeting their immediate home energy needs.”* – Section 2602(b)
  - *“The State agrees to...provide, in a timely manner, that the highest level of assistance will be furnished to those households which have the lowest incomes and the highest energy costs or needs in relation to income”* - Section 2605(b)(5)

# Overview of Reporting Rules

## **#1 – Collect Main Heating Fuel Bill Information and Electricity Bill Information From a Sample of Energy Vendors**

- The Performance Measures require grantees to:
  1. Identify the top energy vendors for each fuel based on the number of LIHEAP households and percent of LIHEAP households served.
  2. Request data from the top vendors for each fuel. More information on how to select vendors can be found here:  
[https://liheappm.acf.hhs.gov/sites/default/files/private/training/pm\\_webinar/PM\\_vendor\\_selection\\_supplement.pdf](https://liheappm.acf.hhs.gov/sites/default/files/private/training/pm_webinar/PM_vendor_selection_supplement.pdf)
  3. Use the data furnished by the vendors to calculate and report the average annual main heating bill for each fuel type AND the average annual electricity bill.
- To submit requests to vendors, grantees need to collect the following from all LIHEAP bill-payment recipients.
  - Main Heating Type
  - Main Heating Vendor Name and Account Number
  - Electricity Vendor Name and Account Number

# Overview of Reporting Rules

## #2 – *Calculate Statistics and Collect Information According to the Instructions*

- OCS must report consistent information to Congress. The Performance Measures allows OCS to report uniform information on LIHEAP impacts.
- Grantees should...
  - Review the instructions for guidance on how to correctly collect each required item.
  - Review the instructions for specific steps on calculating statistics and selecting the high burden households.
- Example:
  - A grantee may have a process in place for their benefits matrix to categorize households as having high energy burdens. However, for the Performance Measures, all grantees must select the **top 25% of households with the highest energy burden for the “High Burden” household statistics.**

# Overview of Reporting Rules

## #3 - *Explain Unique Program Features/Nuances*

- The Performance Measures includes a **Notes section** to allow grantees to explain any reported information that is out of the ordinary, has data quality issues, generates a warning in OLDC, or requires clarification.
- Notes allow for an accurate understanding of your reported data and OCS uses these notes in tables and footnotes in the annual Report to Congress.
- Example:
  - A grantee has a significant portion of households with zero annual income, resulting in very low average annual income amounts for the high burden households. A grantee should indicate this in the notes.

# Section V – Part B

## *Who is included in Part B?*

- The households included in Part B are the subset of households from Part A for which you successfully collected energy bill data.
  - Grantees are required to collect data from the largest energy vendors only, not from all energy vendors.
  - For more information, see the [LIHEAP Performance Measures Data Collection Guide - Vendor Selection Supplement](#).
- Bill Payment-Assisted Households *with Available Bill Data* are those Households for which annual energy bill data was successfully obtained.
- To be included in Part B...
  - Electricity main-heat households need only the total annual electricity bill amount from energy vendors.
  - Households that use another main heating source (not electricity) need both the total main heating fuel annual bill amount AND the total electricity annual bill amount.
- Households without complete energy bill data as described above are excluded from Parts B and C.



# Section V – Part B

## *Who is included in Part B?*

- Does the annual energy bill period need to match the fiscal year period (October 1 to September 30)?
  - No, the 12-month period does not need to correspond to the Federal Fiscal Year.
  - But, the annual energy bill amount must be for a recent consecutive 12-month period.
- Energy vendors vary in how they provide the data.
  - Some vendors may provide one annual total amount for each client.
  - Some vendors may provide 12 monthly bill amounts that should be summed.

# Example: Bill Payment-Assisted Households *with Available Bill Data*

- LIHEAP Bill Payment-Assisted Households with Available Bill Data – Example:

Household ID	Main Heating Fuel	Consecutive Months of Heating Data	Consecutive Months of Electricity Data	
Household 1	Natural Gas	12	12	➡ Include
Household 2	Natural Gas	12	0	➡ Exclude
Household 3	Electricity	12	***	➡ Include
Household 4	Natural Gas	12	8	➡ Exclude
Household 5	Natural Gas	6	12	➡ Exclude

- Household 1 has complete annual energy bill data.
- Household 2 does not have electricity bill data.
- Household 3 has complete annual energy bill data.
- Household 4 has incomplete electricity bill data.
- Household 5 has incomplete main heating bill data.

# Section V – Part B

## Line 1 – Unduplicated Count of Households with 12 Months of Bill Data

- The households in Part B are a subset of households from Part A.
  - Part B should include the same or a lower number households than Section A.
- Example:

V. ENERGY BURDEN TARGETING						
	All Households	Bill Payment-Assisted Household Main Fuel				
		Electricity	Natural Gas	Fuel Oil	Propane	Other Fuels
A. Unduplicated Number of LIHEAP Bill Payment-Assisted Households	107,970	20,520	72,000	5,325	6,075	4,050
B. All Households with 12 Consecutive Months of Bill Data (Main Fuel and Electric)						
1. Unduplicated Number of Households with 12 Consecutive Months of Bill Data (Main Fuel and Electric)	82,000	15,000	60,000	2,500	2,500	2,000
Percent of Households in Part A also in Part B	76%	73%	83%	47%	41%	49%

# Section V – Part B

## *Line 3 – Average Annual Total LIHEAP Benefit per Household*

- **Average Annual Total LIHEAP Benefit per Household**

- *This should include:*

- Any bill payment assistance benefit received by the household during the reporting period.
- Heating, cooling, or crisis benefits that went to pay energy bills or utility deposits.

- *This should exclude:*

- Any non-bill payment assistance benefit received by the household, (e.g. as equipment repair/replacement, nominal benefits, Wx)

- In some states, households may receive multiple bill payment assistance benefits during the program year (e.g. regular heating and crisis).
  - In these cases, *grantees first need to add together the bill payment assistance benefits each household received*, and then calculate the average total LIHEAP benefit per household.

# Section V – Part B

## *Line 3 – Average Annual Total LIHEAP Benefit per Household*

- Average Annual Total LIHEAP Benefit per Household – Example:**

Benefits	Household 1	Household 2	
Heating Assistance	\$100	\$100	→ Include
Cooling Assistance	\$100	\$0	→ Include
Crisis Assistance	\$200	\$0	→ Include
Emergency Furnace Repair/Replacement	\$0	\$1,500	→ Exclude; Not Bill Payment Assistance
<b>Total Bill Payment Assistance Benefit</b>	\$400	\$100	
<b>Avg. Bill Payment Assistance Benefit</b>	\$250		

# Section V – Part C

## Identifying High Burden Households

Household ID	Main Heating Fuel	Annual Income	Step 1: Annual Total Residential Energy Bill	Step 2: Energy Burden
Household 5	Electricity	\$0	\$1,000	100%
Household 2	Fuel Oil	\$10,000	\$3,000	30%
Household 1	Propane	\$16,000	\$4,000	25%
Household 8	Natural Gas	\$10,000	\$1,500	15%
Household 7	Fuel Oil	\$24,000	\$2,400	10%
Household 6	Electricity	\$10,000	\$800	8%
Household 3	Electricity	\$15,000	\$1,200	8%
Household 4	Natural Gas	\$30,000	\$1,800	6%

**Step 5:**  
Top 25%  
Selected

**Step 3:** Zero-  
Income Household  
was assigned 100%  
energy burden

**Step 4:** Households  
sorted by energy burden

# Section V – Part D

## *The Benefit Targeting Index*

- Section D is auto-calculated by the Form using the information in Sections B and C.
- The **benefit targeting index** for high burden households quantifies how LIHEAP benefits are targeted to high burden households compared to all households.
  - For example, a score of 138 means 38% higher benefits to high burden households

Score Results	Score Interpretation
Less than 100	The average benefit amount provided to High Burden households is less than the average benefit amount provided to all households.
100	The average benefit amount provided to High Burden households is equal to the average benefit amount provided to all households.
Greater than 100	The average benefit amount provided to High Burden households is greater than the average benefit amount provided to all households.

# Section V – Part E

## *The Burden Reduction Targeting Index*

- Section E is auto-calculated by the Form using the information in Sections B and C.
- The **burden reduction targeting index** for high burden households quantifies whether LIHEAP pays a greater share of the energy bill (and reduces energy burden by a greater percentage) for high burden households compared to the average household receiving LIHEAP.
  - For example, a score of 90 means 10% less share of the energy bill for high burden households

Score Results	Score Interpretation
Less than 100	The average share of the energy bill paid by the LIHEAP program for High Burden households is less than the share paid for all households.
100	The average share of the energy bill paid by the LIHEAP program for High Burden households is equal to the share paid for all households.
Greater than 100	The average share of the energy bill paid by the LIHEAP program for High Burden households is greater than the share paid for all households.



# Section VI – Restoration of Home Energy Service

## *What information should be reported?*

VI. RESTORATION OF HOME ENERGY SERVICE						
A. All Occurrences of LIHEAP Households that Had:		Energy Source (where LIHEAP benefit was applied)				
	All Occurrences	Electricity	Natural Gas	Fuel Oil	Propane	Other Fuels
1. Energy Service Restored After Disconnection	12,732	4,013	8,719			
2. Fuel Delivered to Home that Ran Out of Fuel	28,520			23,888	3,238	1,394
3. Repair/Replacement of Inoperable Home Energy Equipment	8,050	219	3,379	3,950	325	177

Auto-Calculated

Report Here

## Section VI – Restoration of Home Energy Service

### *What households are included?*

- Section VI should include ALL LIHEAP households for which LIHEAP assistance led to the **restoration** of a household's energy service during the fiscal year. This may differ from the sample used for the Energy Burden Section (Section V).
- Energy Burden Measures (Section V) – Only included households who received Bill Payment Assistance
- Restoration Measures (Section VI) – **Includes ALL LIHEAP households (Bill Payment Assistance + Weatherization + Equipment Repair/Replacement)**
- Your restoration data may reflect both crisis assistance that restored energy service AND regular assistance that restored energy service.

# Section VII – Prevention of Loss of Home Energy Service

## *What information should be reported?*

VII. PREVENTION OF LOSS OF HOME ENERGY SERVICE						
A. All Occurrences of LIHEAP Households that Had:	All Occurrences	Energy Source (where LIHEAP benefit was applied)				
		Electricity	Natural Gas	Fuel Oil	Propane	Other Fuels
1. Past Due Notice or Utility Disconnect Notice	73,140	27,167	45,973			
2. Imminent Risk of Running out of Fuel	53,124			44,404	6,490	2,230
3. Repair/Replacement of Operable Equipment to Prevent Imminent Home Energy Loss	0	0	0	0	0	0

Auto-Calculated

Report Here

## Section VII – Prevention of Loss of Home Energy Service

### *What households are included?*

- Section VII should include ALL LIHEAP households for which LIHEAP assistance prevented the loss of energy service for a household at risk of losing their home energy service, during the fiscal year. This may differ from the sample used for the Energy Burden Section (Section V).
- Energy Burden Measures (Section V) – Only included households who received Bill Payment Assistance
- Prevention Measures (Section VII) – **Includes ALL LIHEAP households (Bill Payment Assistance + Weatherization + Equipment Repair/Replacement)**
- Your prevention data may reflect both crisis assistance that prevented the loss of energy service AND regular assistance that prevented the loss of energy service.

# Data Validations and Checks

## *OLDC Warning and Error Messages*

- Several validation checks are programmed into OLDC, and a warning or error message will appear if a check fails.
- Warning Messages indicate data that may be correct, but require confirmation and additional explanation in the “Notes” section of the form.
  - If a warning message appears, but you have an explanation for the warning (and have confirmed that the data is correct), add a note addressing the warning.
  - If a warning message appears and you do not know how to resolve it, contact APPRISE for assistance.
- Fatal Error Messages indicate inconsistent data that must be corrected before grantees are able to submit their Household Report in OLDC.
  - If a fatal error occurs and you do not know how to resolve it, contact APPRISE and we will work together to resolve the reporting issue.

# OLDC Resources

- OLDC is accessed through Grant Solutions.
- Log-in to Grant Solutions at <https://www.grantsolutions.gov/gs>
- Once logged in, click “OLDC” in the top taskbar to access the OLDC homepage.
- If you need assistance, please contact Grants Center Of Excellence systems Help Desk:
  - (202) 401-5282 or (866) 577-0771
  - [help@grantsolutions.gov](mailto:help@grantsolutions.gov)